

Informal Complaint  
# 2005-25738

For Commission Use Only:

Case:

07-0221

OFFICIAL FILE  
ILLINOIS COMMERCE COMMISSION

FORMAL COMPLAINT

Illinois Commerce Commission  
527 E. Capitol Avenue  
Springfield, Illinois 62701

ORIGINAL

Regarding a complaint by (Person making the complaint):

James T Rohrbacher

Against (Utility name):

NICOR

As to (Reason for complaint):

Parts of my kitchen-stove have deteriorated; the explanation by the engineer at NICOR was very unreasonable. The arrogant engineer (Mr. Cole) would not consider my rebuttal or my answer to his first explanation. In other words **NICOR gave you the THE FIRST ANSWER AND NOTHING ELSE WILL BE CONSIDERED.** Also the very deceitful customer relation's person (Ms. Eaves) denied some of our phone calls and some of my correspondence. Later a NICOR technician's observation said it was due to the water vapor in the gas.

in Berwyn

Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

James T. Rohrbacher  
3318 Wenonah Ave.  
Berwyn, IL 60402-3346

My mailing address is

The service address that I am complaining about is

3318 Wenonah, Berwyn 60402

My home telephone is

[708] 749-7258

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

[708] 749-7258

(Full name of utility company)

Nicor Gas

(respondent) is a public utility and is subject

to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☐ Yes ☒ No

CHIEF CLERK'S OFFICE  
2007 MAR 26 1 P 3:27  
ILLINOIS  
COMMERCE COMMISSION

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Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

I had a problem with my stovetop parts deteriorating due to pilot gas exhaust. The problem may or may not be water and/or water vapor, which NICOR has in my area. In a three-way phone conversation with NICOR customer service (Ms Eaves) and an engineer (Mr. Cole) and myself I was told I had some chemical or cleaner in my kitchen, which was causing the deterioration. A. Later I mailed a documented letter and drawing rebuttal to his answer. B. After no reply I documented (recorded) my phone call and she told me my rebuttal was never received. C. I sent my rebuttal again and called her to see that she got my rebuttal and documented (recorded) her reply she would arrange a second three-way phone call. D. After no reply I called documented (recorded) that she denied she said she would arrange a second three way meeting and the original reply was final.

Please clearly state what you want the Commission to do in this case:

Get NICOR to act professional not deceitful.  
Replace item.

Date: March 24, 2007  
(Month, day, year)

Complainant's Signature James T. Rohrbacher

If an attorney will represent you, please give the attorney's name, address, and telephone number.

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

#### VERIFICATION

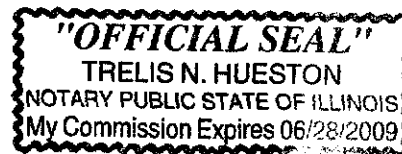
A notary public must witness the completion of this part of the form.

James T Rohrbacher, first being duly sworn, say that I have read the above petition and know what it says.  
The contents of this petition are true to the best of my knowledge.

(Signature) James T Rohrbacher

Subscribed and sworn/affirmed to before me on (month, day, year) 03/24/2007

Trelis M. Hueston  
Notary Public, Illinois



**NOTE:** Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.